

QUALITY IMPROVEMENT IN DOCUMENTATION USING A CLINICAL INFORMATION SYSTEM IN A CARDIOVASCULAR INTENSIVE CARE UNIT

Sandra Lang, R.N., FNP
Department Manager
Cardiovascular Intensive Care Unit
Kaiser Permanente Medical Center
San Francisco, California

Paula Caretto, R.N., MSN
Staff Nurse III
Cardiovascular Intensive Care Unit
Kaiser Permanente Medical Center
San Francisco, California

Scott Ferguson, M.D., FCCP
Medical Director
Cardiovascular Intensive Care Unit
Kaiser Permanente Medical Center
San Francisco, California

ABSTRACT

Kaiser Permanente is one of the largest Health Maintenance Organizations in the United States. The Cardiovascular Intensive Care Unit at Kaiser San Francisco was founded more than ten years ago to provide nursing care to cardiovascular surgery patients within the Northern California Region. September of 1992 a new 16 bed CVICU opened. Those involved in the planning phase shared a common vision of creating a state of the art unit. Implementation of a computer based medical record was identified as a vehicle for enhancing clinical decision making and documentation. The information management system selected was the Hewlett-Packard CareVue 9000, which was chosen because of its system capabilities.

Implementation of this system included flowsheet configuration, end user training and development of system protocols. The implementation was managed, in all phases, by the nursing staff. Configuration tools allowed a committee of nurses to customize the system and make revisions as appropriate. A working

"partnership" was formed between the Kaiser nurses and Hewlett-Packard Implementation teams. Establishing mutual goals with time frames and outlining specific roles and responsibilities of each teams paved the way for a smooth transition to an automated charting record.

To enhance clinical care, quality assessment and improvement indicators were incorporated into the flowsheet design. Columns for specific indicators of specific aspects of care were created. The concurrent monitoring of these indicators are completed by the nursing staff and are found to significantly improve compliance by prompting consideration of the indicators at the point of care. The electronic record has been a more efficient means of monitoring indicators than previous paper audits which were retrospective.

Demonstration of the system will include ease of data entry, flexibility of flowsheet design and incorporation of a quality improvement program. Statistical data related to documentation compliance and clinical care will be presented.